



**Annual Report**  
of the  
**Independent Monitoring Board**  
at  
**HMP Wymott**

for reporting Year  
1 June 2016 to 31 May 2017

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*Monitoring fairness and respect for people in custody*

## **Statutory Role of the IMB**

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

1. Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
2. Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concerns it has.
3. Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody
4. To enable the Board to carry out these duties effectively its members have right of access to every prisoner and every part of the prison and also the prison's records.

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## Section 1

### 1.0 Description of the Prison

1.1 HMP Wymott is a male Category 'C' working prison for adult men and some young adults with an operating capacity of 1175 prisoners and a certified normal accommodation of 1099. It opened in 1979 and houses both prisoners convicted of a sex offence and mainstream prisoners. It comprises 8 separate buildings holding vulnerable and mainstream prisoners plus a segregation unit. The prison has been re-designated and now accommodates only those prisoners who are sentenced to over 4 years. The Prison is effectively split into two sides allowing vulnerable prisoners to be separated from mainstream prisoners with segregated movements and accommodation.

1.2 The Prison comprises 11 wings including 4 vulnerable prisoner wings, an elderly and disabled wing (including an elderly activities centre delivered by the Salvation Army). The prison also houses specialist wings including a drug therapeutic community wing, an integrated drug treatment wing and a psychologically informed planned environment unit.

1.3 The Prison workshops offer a wide range of employments which can lead to nationally-accredited qualifications including Welding, Paint Spraying & Powder Coating, Aluminium Windows manufacture, Recycling, Brickwork, Joinery, Horticulture, Catering, Tailoring, Laundry, Waste Management, Computing, Printing, Warehousing and Distribution and Gym Instructor qualifications. Some of these employments are operated on a commercial basis providing quality services to external clients, valuable skill development opportunities for prisoners and effectively constitute a 'Working Prison'.

1.4 A full Education Programme is on offer on a part-time basis provided by Novus. Subjects include Literacy and Numeracy from Pre-Entry to Level 2, Information Technology from basic to advanced, Art and Design, Food Studies, Production and Cookery, ESOL, 'Building Positive Futures', Family Pathways (Creating and Managing Effective Relationships) and Access to Higher Education (Open University courses). Regular Parenting Days are linked to the Family courses. Vocational Courses are run on a full time basis and include Bricklaying, Painting and Decorating, Engineering, Industrial Cleaning, Laundering skills, aluminium construction fabrication, warehousing and distribution and Joinery.

1.5 An external organisation provides the prison with a 'Resettlement Officer' who works with prisoners who would be classed as 'No Fixed Abode' on release. 'Achieve North West' works with offenders prior to their release, offering help and support with accommodation, preparation for release, employment, education and training, substance misuse, lifestyles and relationships and will signpost to other external partners as required. Bank account applications are arranged 16 weeks prior to release when required (normally, prisoner's due for release are transferred to a 'local' prison in their 'home' area just before their release date).

1.6 A Chaplaincy team employs staff in a range of faiths as well as sessional ministers and volunteers.

1.7 The Bridgewater Community NHS Trust and Greater Manchester Mental Health Trust have taken over from Lancashire Care Foundation Trust to provide healthcare services including GP surgeries, dentistry and a range of health-promoting activities.

1.8 The PE department consists of a large sports hall, weights room, CV room, training classroom, remedial suite and full size outdoor sports field. An extensive PE Programme

provides accredited courses and sessions for remedial exercises, Smoking Cessation programmes, elderly and disabled exercises.

## **Section 2: Summary and Issues for Attention**

### **Overall Judgement**

The Board considers that HMP Wymott is generally a decent prison keeping prisoners safe and actively engaged in a wide range of activities. However, the standard of provision of Healthcare falls lamentably below that compared to such provision in the wider community.

#### **(a) Issues requiring a response**

(note: numbers refer to paragraphs in the report)

##### **For the attention of the Justice Secretary**

- Over the reporting period the Board became very concerned about inadequate Healthcare provision at HMP Wymott and considered that it fell woefully below provision in the wider community. The Board were so concerned about this provision that it wrote a letter to the Justice Secretary stating its concerns.

##### **For the attention of the Director of HMPs**

- The Board is concerned that resources for supporting older and disabled prisoners (such as wheelchair access around the prison) and for social and palliative care are insufficient to enable the prison to offer a decent standard of support for these vulnerable prisoners (3.1.5).
- The Board continues to report on the poor state of the accommodation on A and B Houses (3.7.1, 3.7.3).

##### **For the attention of Bridgewater Community NHS Trust**

- The Board is greatly concerned about the inadequate provision of GP services to the prison, which has led to long waiting lists for appointments and unsigned prescriptions (3.3.2).
- The Board is very concerned that lapses in GP visits to the CSU are unacceptable, and that the requirements of PSO 1700 are not being met (3.6.9).
- Insufficient and unreliable nursing staff has led to late/non-dispensing of medication. This has on occasion left prisoners without essential medication, and has had a detrimental effect on the prison's regime (3.3.4, 3.3.5).
- The Board considers that the service provided by Lloyd's Pharmacy has been below an acceptable standard (3.3.8).

##### **For the attention of the Governor**

- The Board is concerned that the needs of the Gypsy, Romany and Traveller population are not being met (3.1.8).
- Despite progress made, the Board believes that there is still a need to make efforts to ensure that officers do not disturb services in the Chapel (3.1.10).
- The Board praises the work of the core CSU staff, but is concerned that at times staff are detailed to CSU who lack the necessary experience in dealing with these prisoners (3.6.3).
- The Board is concerned that prisoners in the CSU are not engaged in purposeful activity, such as in-cell work or education (3.2.5, 3.6.2).

## Section 3: Reporting Areas

### 3.1 Equality and Inclusivity

3.1.1 The prison continues to promote fairness and inclusivity in relation to the protected characteristics of: race, ethnicity, religion or belief, disability, age, gender, sex and sexual orientation, pregnancy and maternity and gender reassignment. Equality and diversity work was rated by HMIP in 2016 as good overall.

3.1.2 The multi-disciplinary Diversity and Equality Action Team (DEAT) continues to meet bi-monthly including a prisoner representative from every wing. A Board member also attends these meetings. The prison is developing a training programme for prisoner representatives to increase their understanding of the role.

3.1.3 The prison has an effective Discrimination Incident Reporting system for responding to complaints of unfairness in relation to the protected characteristics. 39 DIRF forms were submitted during the reporting year, a reduction of 9 from 2015-16. The prison has introduced more rigorous quality checks during the reporting year and an IMB member has sampled a cross-section of DIRFs. Responses were found to be clear and respectful.

3.1.4 Prisoners are able to make complaints about prison matters, including outside services, via the Request Complaints process, and the Board finds that responses to these are generally fair. The introduction of Prisoner Information Desks last year has facilitated this process, giving prisoners access to a range of information, including how to take complaints to the Ombudsman if necessary.

3.1.5 The age profile of the prison population is increasing and this is reflected in a growing number of prisoners with complex physical disabilities. The prison is struggling to provide appropriate residential facilities for these men, but not all areas of the prison are accessible to wheelchair users. The stair lift on the older prisoners' wing has proved to be unreliable, making it difficult for prisoners to move between levels for meals, medication etc. An increasing need for social and palliative care has been recognised by the prison, but this will need to be resourced.

3.1.7 The prison has a small number of foreign national prisoners (25 at the time of writing), and support from UK Borders Agency has become more consistent. There is a forum for FNPs, although this is not well attended. The 2016 HMIP report recommended a more systematic approach to supporting FNPs and the prison has just updated its FNP Strategy to address this.

3.1.8 The prison has attempted to work with its Gypsy, Romany and Traveller (GTR) population through a forum, but with limited success. The Board believes that not all of these prisoners are identified, and that other ways of engaging them need exploring.

3.1.9 There is still a lack of diversity training available to prison staff, and the Board finds that the awareness and attitudes of staff are variable. The HMIP inspection survey found that black and minority ethnic prisoners were less positive about their treatment in relation to safety and respect.

3.1.10 The prison chaplaincy performs well in enabling prisoners to practise their religion in a safe environment. There has been a persistent problem with officers disturbing services by moving about and not using ear-pieces for their radios. The prison has taken some steps to address this, but has not yet fully addressed the problem. Prisoners report that pastoral support through the chaplaincy is good.

## **3.2 Learning and Skills**

3.2.1 Overall Education and Training at HMP Wymott is regarded by the Board as very good. Incoming prisoners are routinely screened to determine their level of literacy and numeracy at Level 1, with achievement of these qualifications the primary target. Classroom accommodation is good and adequate. Workshops are well-equipped.

3.2.2. There is a sufficiency of both education and training opportunities and the education department works closely with Offender Supervisors to ensure that offenders are provided with the educational needs of their sentence plan. The prison has well-equipped workshops some of which are used by the education department for practical training and qualifications. Trainers thought they were well-supported by both the Prison and internal verifiers in the work they did.

3.2.3 Most of the prisoner-learners interviewed (including those in workshops) provided positive comments about the importance of education and training in resettlement opportunities and rated teaching as good or very good. However, a few prisoners interviewed said they were attending education as a necessary part of their sentence plan rather than a desire to do so. Other prisoners interviewed thought that the wages paid for attendance in education was less than they could earn in workshops. However, inspection of prisoner weekly pay-rates showed that prisoners in education and classes in vocational training at band 2 were comparable to Band 2 prisoners working in some Prison Industries.

3.2.3 There are regular partnership meetings between the prison and Novus, the training supplier, and some trainers thought that a trainer representative should attend these meetings. Prisoners undergoing distance learning have a meeting with education once per week to assure their progress.

3.2.4 Due to lower staffing levels there have been delays in officers available to escort prisoners to and from education but it appears that this problem may be improving. Prisoner-learners who have an appointment with Healthcare are, at the end of their appointment, escorted to their cells rather than being returned to education/training with the result that valuable learning time is lost.

3.2.5 There is no in-cell learning in the CSU. The presence of this may be of benefit to those prisoners who may wish to use their time more constructively and may improve prisoner discipline.

## **3.3 Healthcare, Drugs and Alcohol**

3.3.1 The provision of well-organised and efficient healthcare remains of the utmost concern to the Board (the Board has raised its concerns in a letter to the Minister). The Board considers that the provision of Healthcare at Wymott falls woefully short of the statutory duty to provide a standard equivalent to that outside of the prison. This was attested to in 2016 by the CQC report which rated it as highly unsatisfactory. Although the Board reported some improvements in the second half of the last reporting period, these have not been sustained and in fact there has been a regression in many areas.

3.3.2 There is insufficient GP provision leading to excessive waiting lists but it has proven difficult for the Board to obtain data from Healthcare. On two occasions, extra GP sessions were provided in an attempt to reduce the lists, but as soon as these sessions were removed the waiting lists increased. At the time of writing this situation has worsened and on one occasion a doctor did not visit the CSU on two occasions in one week.

3.3.3 On occasion, Incidents of prisoners not attending a medical appointment (DNA) were reported. However, prisoners have stated that their appointment slips were received after the arranged appointment time, and often not at all. Currently no system is in place to monitor this.

3.3.4 As we stated in our previous report, the Board considers that there are insufficient nursing staff, often leading to managers distributing medication or medication being delivered at night. Distribution of medications is often late, leading to knock-on effects on the prison regime. Late distribution of medication has led to prisoners arriving late at their workplaces and often having to choose between attending church services or obtaining medication.

3.3.5 During the reporting year there has been over-reliance on agency staff. The agency staff are unfamiliar with prison layout and prison procedures. The Board has been given to understand that agency staff do not always deal with prisoners in an appropriate manner.

3.3.6 Lack of staff has often been the cause of the cancellation of clinics. This has been particularly acute with dentistry where the waiting list at one point was up to 18 weeks. A new dentist has been appointed but is shared with HMP Garth. This represents 1 dentist for approximately 2000 prisoners. There is currently no provision for the supply or repair of either dentures or crowns.

3.3.7 At the time of writing there is no access to a podiatrist/chiroprapist, resulting in diabetic/elderly prisoners not being treated seen since March 2017. Additionally, prisoners do not have access to a physiotherapist.

3.3.8 There have been problems with Pharmacy services and these persist. This is of concern to the Board, especially when discontinuity of supply affects insulin dependent prisoners, those with cancer or those who are prescribed psychotropic medications. Out of date medication had at one point been dispensed to prisoners.

3.3.9 There have been incidents where prisoners (including those recovering from a heart attack) on returning from outside hospital to prison have had medications withheld for up to six days.

3.3.10 There has been a lack of carers for older prisoners and an over reliance on agency staff who often fail to attend. This has led to problems providing personal care to those needing it.

3.3.11 As noted in the Care Quality Commission report no system was in place to monitor the quality of responses by Healthcare to prisoner's complaints or the time taken to answer them.

3.3.12 The service provision of Healthcare changed at the beginning of April 2017 and is currently provided by Bridgewater Community Healthcare Trust and Greater Manchester Mental Health Trust. The new providers were made fully aware of the pre-existing problems prior to this takeover and the Board is concerned that the transition has not been experienced in a positive way by either prisoners or staff. In particular there was a lack of prompt transfer of records to the new provider leading to an inability of staff to access historical data. Additionally, Healthcare staff were not kept informed which lead to uncertainty and demotivation, with some staff leaving.

3.3.13 One positive outcome from the previous Healthcare provider was the formation of a Healthcare Forum, regarded as a model of good practice and made up of prisoner representatives, members of the healthcare team and representation from the provider. However, the prison council has recently written to the new providers expressing concern that they do not seem to take the Forum as seriously as the former providers. Meetings have been postponed or cancelled without notice and there has been no representation

from Head Office as was the situation previously. They note some improvements, but more deterioration in the service, especially in physical medicine.

3.3.14 Some improvement has been made in the provision of 'talking' therapies for prisoners with low level mental health problems as well as the screening of prisoners upon reception for mental and physical health problems. The waiting list for mental health intervention has been reduced to three weeks.

3.3.15 The Board accepts that the current providers have only been operative for two months at the time of writing. However there has been little or no change to too many of the issues mentioned above and deterioration in others. The Board were sufficiently concerned about this deterioration that it wrote to the Secretary of State expressing those concerns.

3.3.16 New Psychoactive Substances (NPS) in the prison remains a very serious problem. During this reporting year there have been numerous incidents requiring medical intervention. The prison has a robust NPS strategy and the Security department continues with its strategy of intelligence led searches, identification of prominent nominals and MDT testing.

3.3.17 The misuse of medications by prisoners continues to concern the Board. A significant number of prisoners with 'in possession' medication now have lockable boxes, but there is a need for closer supervision of the queues at the hatches during the distribution of medication.

3.3.18 The Drugs and Alcohol strategy continues to be delivered by Phoenix Futures and the GMW NHS Trust under the headings of 'Discover' for the Therapeutic Community and Building Futures which delivers groups tailored to need and case management

3.3.19 The Therapeutic Community (TC) again exceeded its Key Performance Targets with 57 prisoners in treatment at the time of writing. The TC continues to make good use of outside agencies and provides a wide variety of activities for those in treatment, such as Yoga, Art and Music classes and, as of this reporting period, the GOOP (Greener on the Outside for Prisons) project. This latter involves 20 prisoners cleared to work in the garden, with all expressing a high degree of interest and involvement.

### **3.4 Purposeful Activity**

3.4.1 The Board applauds the prison for its development and maintenance of a wide range of contracts with external organisations, thus enabling it to generate income and, more importantly, enabling prisoners to gain the skills for employment upon release. Prisoners are allocated employment during the induction process. There are broadly six types of employment opportunities available. However, the prison has seen, and is continuing to experience, an increase in the number of vulnerable and older prisoners. The increasing number of these prisoners has reduced the overall opportunity for all prisoners to become engaged in purposeful activity. In addition, the vulnerable prisoner population tends to be older and less physically able than mainstream prisoners making it difficult to match them to jobs.

3.4.2 The overall attendance in industries for 2016-2017 was 93% compared with the KPT target of 85%. During the reporting period H wing was reclassified as a vulnerable prisoner wing. This reclassification of accommodation resulted in a need for additional vulnerable prisoner jobs and a reduction in demand for mainstream jobs. This change has been accommodated through additional contract work and vocational training in bricklaying, joinery, painting and decorating. The worsening condition of the DHL workshop roof necessitated the reallocation of 50 jobs to other work. This has been achieved through over-allocating in other workshops and the Board considers that this has been successful.

In April 2017 there were 494 mainstream prisoners and 675 VP prisoners employed, with 78 others either unfit or unemployed.

3.4.3 The Board recognises the efforts of the work allocation team in identifying prisoners who are eligible for work but not employed. This often presents difficulties considering the combination of educational requirements, programme requirements and the need to maintain the Contracts workshop and service delivery levels.

3.4.4 As in its previous reports the Board must again raise the urgent need to maintain workshop buildings that are safe and fit for purpose. These concerns were reported to management throughout the reporting period, particularly the extremely poor state of the roofs over the print, tailors and DHL workshops, culminating in the temporary closure of the DHL workshop (see 3.7.11). The deteriorating condition of the work areas impacts on available work time, resulting in fewer employment places. Owing to their piecemeal development over the years together with an increasing prisoner population, the kitchens, are of a size which is insufficient for the current population.

3.4.5 The Board commends the prison in maintaining a longer working hours' regime to enable prisoners to experience a full working day. Overall the purposeful activity provided replicates some of the key skills required by employers, thereby increasing chances of rehabilitation and gaining a trade.

### **3.5 Safer Custody**

3.5.1 Over the last 3 reporting years the Board considers that the Prison has steadily developed its processes and activities to improve the safer custody of prisoners. In late 2016 the Prison Service's Violence Reduction Team considered the Safer Custody activities at Wymott to be amongst the best practice. For example, the Comparator Prisons Report for November 2016 showed that out of the 9 prisons in that comparison Wymott achieved first place for the lowest serious prisoner on prisoner assaults, and serious prisoner on prisoner fights. The prison achieved second ranking for serious assaults on staff and the second-lowest number of serious assaults on staff and prisoner injuries and self-harm or suicide. The Board considers that the comprehensive violence reduction strategy appears to be effective in reducing the level of violence in the prison. There is also a comprehensive self-harm and suicide policy and a well-trained team of prisoner-listeners.

3.5.2 Monthly Safer Prisons meetings are well-attended and include Deputy Governor Heads of Security, Offender Management, Operations and staff representing mental Health, Security, Custody Managers, Safer Prisons team and reducing Offending. At these meetings incidents of violence, injuries, Tackling Anti-Bullying data and ACCT data are carefully analysed to improve violence reduction. ACCT casework reviews are held regularly to ensure good risk assessment. Security Information reports, Deaths in Custody, officer training for safer custody are also discussed. For the reporting year no prisoner deaths were due to violence. A monthly 'Safer Prisons Team Action Plan' is produced identifying issues to be addressed, the action required and persons allocated to the issues.

3.5.3 Within the reporting year the Tackling Anti-Bullying (TAB) system and processes have been reviewed and as a result, restrictions for, and the monitoring of, perpetrators are applied more quickly than previously resulting in more effective support for victims. Violence Reduction meetings are held every month at which open TAB (perpetrator) prisoner activities and progression are reviewed. A TAB perpetrator suspicion list is issued to all relevant staff with the aim of improving the closer monitoring and reporting of the activities of those prisoners. Similarly known gang members are identified and monitored. TAB documentation is regularly checked by a team of 6 Violence Reduction Coordinators. The Violence Reduction Team meets every 2 weeks to monitor progress. TAB documents are also monitored weekly by IMB members.

3.5.4 The safety of prisoners in the CSU has recently been improved by the introduction of fixed metal tables and daily checks by officers. The Board notes that over the reporting year prisoners have been using the CSU as a refuge from wing violence.

3.5.5 To ensure the safety of newly-arrived prisoners, each is interviewed by a Safer Prisons team coordinator to ascertain any potential threats that a prisoner has identified. This identification generates preventive action and a reduction in the number of such prisoners who seek refuge in the CSU. The team regularly carries out monitoring of the management of self-isolators as this isolation may be forced due to threats from other prisoners.

3.5.6 Recently the Safer Prisons team launched a competition to design a violence reduction poster. Several of the submitted posters were selected as suitable to be posted around the wings, encouraging prisoners to speak out against violence.

3.5.7 The Board has noted that the number of ACCT documents per year has tripled since 2011. This has inevitably led to more officer time being taken up by observations and reviews. There have been occasions when Healthcare staff have not been available to attend and complain that they are not always informed before an ACCT review is due. However, despite these problems the Board considers that the quality of ACCT documentation has improved considerably over the reporting year.

3.5.8 The Board considers that the process of making Wymott a safer prison has made significant progress over recent years by dedicated staff but there are still improvements to be made (recent HMCIP inspection report showed that 45% of prisoners reported feeling unsafe at some point in their stay). The Safer prisons team has developed a 'Prisoner Annual Safety Survey' document which will be issued to prisoners during the May/June period each year. Analysis of this survey will be carried out by the Psychology function with the outcomes used to improve prisoner safety.

### **3.6 Segregation (Care and Separation Unit)**

3.6.1 Despite some improvements to the accommodation, the floors in some of the cells remain in a poor state and repairs to broken furniture and sinks are on-going due to prisoners 'smashing up'. The capacity of the unit has been reduced to allow conversion of some cells into storage facilities and a much-needed second shower. The open areas within the unit are kept clean and tidy by prisoner orderlies, and the prisoners are offered cleaning materials to maintain their own cells.

3.6.2 The prisoners are provided with a basic daily regime, including showers, access to outdoor exercise and use of a telephone, but most of the day is spent locked up without anything to occupy them. The Board was informed that prisoners may do in-cell work if they choose, but this does not seem to be actively promoted. The library visits the unit to provide books, but there is no access to education. The exercise yards are grim and often littered.

3.6.3 Governance of segregation is reasonably good. A Segregation, Monitoring and Review Group (SMARG) led by a senior manager meets regularly to monitor the numbers of prisoners held, the length of stay and reasons for segregation. There is a small core of experienced staff on the unit who support the prisoners in a caring and professional manner, but there are not enough of them and at times inexperienced officers who lack the necessary skills for this work are detailed.

3.6.4 The Board welcomes the reduction in the number of prisoners held in CSU on average each week (from 20 in 2015-16 to 16 in 2016-17) and observations indicate that numbers have recently continued to fall. In an HMIP survey, prisoners said that they feel safe on the unit; many prisoners in CSU are seeking protection from bullying and debt on

the wings. The average length of stay in the unit has fallen from 18 days in 2015-16 to 13.5 days in 2016-17 (SMARG). These reductions have been partly due to greater efforts being made to relocate prisoners back on to the wings, and the Board is pleased to note that there are now fewer long stayers.

3.6.5 Following last year's report, individual reintegration planning has been slow to develop, and this was identified as an action point by HMIP. At the time of writing, a plan for a multidisciplinary process and documentation have gone out for consultation, and the Board hopes that this will be implemented as soon as possible alongside the R45 review process.

3.6.6 The work on the unit generates a lot of documentation and the Board considers that this is properly completed and up to date. Initial health screens are 100% compliant with PSI requirements, and changes to the individual segregation history sheets have simplified the recording of daily interactions.

3.6.7 A Board member visits the unit every week and speaks to each prisoner. Prisoners have opportunity to speak to a Board member before their Rule 45 reviews and have opportunity to make a written submission. A Board member attends all scheduled Rule 45 reviews to ensure that the correct procedure is followed and that the outcome is fair. On the rare occasions when a Board member is not satisfied that correct procedure has been followed they will raise the issue with the reviewing Governor, and may decline to sign the review document. The Board is not always notified by the unit within 24 hours of a prisoner being 'signed up' under Rule 45. This is particularly problematic when a prisoner has been in CSU on cellular confinement (Rule 55) and subsequently refuses to relocate to a wing. However, efforts are made to facilitate IMB presence at 72-hour reviews.

3.6.8 There is one 'special accommodation' cell that is used sparingly to allow a prisoner 'time out' to calm down safely before returning to his own cell. The Board is informed when a prisoner is placed in special accommodation, and the IMB visits the prisoner as soon as is practicable. The number of incidents of use of force in the unit has fallen from 21 in the first quarter of 2016-17 to 8 in the last quarter, although the CSU remains the highest single location in the prison for use of force.

3.6.9 A member of the prison's mental health team attends all Rule 45 and ACCT reviews in the CSU, with efforts made to address the prisoners' mental health needs while on the unit. There are long delays in accessing a psychiatrist. The Board is concerned that there have also been unacceptable lapses in visits from a GP, which have been exacerbated by the change in healthcare provider contravening PSO 1700 which states that a doctor should visit prisoners at least every 3 days. This is frequently not being complied with.

3.6.10 At any one time the prison holds a small number of prisoners who choose to self-segregate on the wings. These prisoners are managed via the TAB V process (Tackling Anti-Bullying-victim). They are offered a basic daily regime and interactions with them are recorded twice a day. These documents are monitored, and the Board can report that there has been an improvement in the overall management of self-isolators.

3.6.11 The Board occasionally sits in on adjudications, and can report that the prisoners are treated respectfully and fairly. Prior to going before the independent adjudicator prisoners must have opportunity to consult a solicitor. The Board is pleased to note that in the first quarter of 2017 the proportion of remanded/adjourned independent adjudications fell significantly. The total number of adjudications went up in the first quarter of 2017; the highest charges being for failing a drug test, possession of an unauthorised article or disobeying an order.

### 3.7 Residential Services

3.7.1 As in its previous reports the Board must report again on the poor conditions of A and B Houses, particularly the ineffective heating systems and the windows that allow heat to escape. Although these wings are kept immaculately clean and regularly painted, prisoners suffer uncomfortably cold accommodation throughout the year. These houses need urgent attention, particularly B House as it is now being used to accommodate the older prisoners who cannot, or do not wish, to be on I Wing (the normal accommodation of Older and Disabled prisoners). Despite bringing the attention of both A and B houses to the Minister via Board reports there has been no response on this issue.

3.7.2 B wing also houses younger prisoners and, as there are no in-cell toilet facilities, these prisoners must use 'night toilets' accessed along the spurs. There are insufficient officer patrols on these spurs and the Board has learned of some prisoners bullying the vulnerable for medication. Officers attempt to prevent this whenever they can but this is not always possible in night state. The Board understands that a bid has been submitted for CCTV to resolve this problem.

3.7.3 The shower areas on A and B houses are still considered by the Board to be unsatisfactory despite limited improvement. These houses have been placed on a risk register through failure to maintain the fabric of the buildings. An Estate Investment Proposal has been submitted but to date the prison has not received a response.

3.7.3 J wing is designated for trusted prisoners working longer hours. This wing is a prefabricated building and is reasonably maintained although there are often issues with shower facilities.

3.7.4 The Board considers I wing (Elderly and Disabled) is not fit for purpose and has repeatedly raised its concern in report after report to the Minister. The care of the older prisoners and the respect daily demonstrated by staff is to be commended. However, the Board considers that a two-storey building is not satisfactory accommodation for such prisoners. The stair lift is often out of order causing mobility difficulties. Cell accommodation is standard and door widths prevent easy access for prisoners who are confined to wheelchairs. The Board welcomes a successful bid made by the prison for monies to convert six cells into 3 specially modified cells. Standard wheelchairs can only be stored in corridors outside cells creating a potential emergency evacuation hazard.

3.7.5 Other than accommodation, the facilities offered to the residents of I wing are excellent, as is the quality of care given by staff working in this area. Older prisoners benefit from the sense of control through their own council representatives and the CAMEO day centre offers a range of activities. However, the accommodation of this facility is in poor condition, somewhat eroding the good work that goes on there.

3.7.6 Prisoners on wings C to H have benefitted from much enhancing of their accommodation. This has been recognised as a 'flagship' initiative. Cells, communal areas and showers have been improved and are regularly checked for cleanliness and equipment. Clear standards have been set in order that all prisoners enter a decent environment. Under a 'Room ready' policy all prisoners, on admission, are given a sealed pack containing basic in-cell equipment which then becomes their responsibility to maintain.

3.7.7 The Board applauds the prison in its attempts to make prisoner life more bearable. For example, prisoner co-ordinators are involved in ensuring the readiness of cells for new admissions and the environment has been 'softened' by the introduction of plants, art and furniture. Photo boards have been placed on the landings identifying prisoner worker/mentors and their roles. Benches and static gym apparatus have been placed in all exercise yards including the C.S.U. All areas are checked weekly.

3.7.8 The prison has two gated/constant watch cells for prisoners in severe risk of self-harm. The Board considers that both are situated in unsatisfactory locations. One of these cells is situated on the I Wing Annexe and is erratically maintained. The area it is on is used as a thoroughfare by Health Care staff and consequently affects the prisoner's privacy, peace and sleep. This cell and associated staff area are often left in a poor state of order. The associated shower area is also badly situated and in very poor condition with pigeon excrement on the window sills. These prisoners often have to use the showers in the CSU. Officers monitoring this cell are sometimes on that duty for a considerable time without break. The second gated cell is situated in the CSU and is retained in good condition. Furniture in the Segregation Unit has recently been replaced and the general appearance of the unit improved. However, because of the noise and constant activity, it can present a very disruptive and a threatening environment, especially for a prisoner with mental health issues. From a staffing perspective, it is easier to access toilet and meal facilities in the CSU than the constant watch cell on the I Wing Annexe.

3.7.9 As reported in previous years the Kitchen remains in need of total refurbishment. The Board understands that a bid has been submitted for this area.

3.7.10 The prisoner toilets particularly in workshop areas are also in need of re-fabrication. Workshop accommodation is acceptable although the toilets in the Engineering workshop and the Aluminium workshop are in urgent need of re-fabrication to improve hygiene and in sending a more caring message to prisoners.

3.7.11 The roofs of the Print, Tailors and DHL workshops need immediate attention. The Board has reported consistently on the state of these roofs. At the time of writing the DHL workshop has been closed and work transferred out of the prison because of the danger presented by its roof.

#### **Section 4: The Work of the Independent Monitoring Board**

4.1 During the reporting period 2 Board members resigned but 4 new members were appointed. At the time of writing 3 of these new members are in still training and one has taken an active (monitored) role within her probationary year.

4.2 The principal method used by the Board to meet its primary function of monitoring fairness and respect for those in custody is the weekly rota visits. The Board has been able to meet its commitment to monitoring duties even though below a fully active membership and, using effective documentation, has been able to efficiently report on issues of concern and good practice identified at each of those visits. Prior to each Board meeting the Chair presents these issues to the Governor. The Governor continues to be active in promptly addressing the issues raised and reporting back to the Board. The Board is appreciative of this and other information about the activities and operation of the prison provided by the Governor at each meeting. Important issues raised during the Board meeting are noted and followed up by members during their rota visits. The Board recognises the need to ensure that issues are not simply logged and forgotten and reviews its previous activities at every Board meeting

4.3 Board meetings have been generally well attended and a full coverage of duties continues, reflecting the level of commitment of members. The Governor or, on occasions her deputy, always attends the meetings to update members on current issues and developments and provide feedback on issues raised by the Board. Board minutes are circulated to members via CJSM. The Board also receives daily, via CJSM, a copy of the minutes of the Prison's morning operations meeting and any other documents that the Board's clerk considers of importance. The Board is fortunate in being supported by a very able and diligent clerk.

4.4 For annual reporting purposes each member of the Board (except those members in their probationary year) is allocated to at least one specialist monitoring area. This improves the Board's overall knowledge and depth of monitoring. In addition, Board development is supported by regular pre-Board meetings at which either aspects of the Board's work are discussed or talks provided by members of Prison staff on their area of work. These meetings are also used to discuss other Board issues of concern. During the reporting year the Board reviewed and confirmed its Constitution and held its own performance review in December 2016.

4.5 The Board makes every effort to attend all Rule 45 reviews. There is an agreement with the Prison that, where possible, Rule 45 reviews, other than the initial 72- hour review, occur on Wednesday afternoons allowing the Board to attend reviews as part of a normal rota visit. The Board maintains its own record of individual reviews and is thus able to have a continuous overview of each prisoner held under Rule 45. The gradual decrease in the number of prisoners held on the CSU over the reporting year and the consequent decrease in prisoners under review each week has allowed more time to train new members in the Rule 45 process. The Board also attends a sample of internal and independent adjudications and has attended several incidents as observers.

4.6 During the year the Board has also attended, as observers, a range of Prison meetings to extend its depth of monitoring and to inform itself of events and changes. A Board representative has also been present at many other prison events over the reporting year. Table 1 below gives a detailed analysis of the work of the Board during the year.

**Table 1: The work of the Board over the reporting year**

<b>BOARD STATISTICS</b>	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	9
Number of new members joining within the reporting period	4
Number of members leaving within reporting period	2
Total number of Board meetings during reporting period	12
Total number of visits to the prison (including all meetings)	490
Total number of segregation review sessions held (Rule 45)	No data
Total number of segregation review sessions attended (Rule 45)	72
Date of Annual Team Performance Review	Dec 2016

## Section 5: Applications to the Board

5.1 The following, table 2, shows an analysis of the issues raised by prisoners in their applications to the Board over the reporting period and compared with the previous 3 years

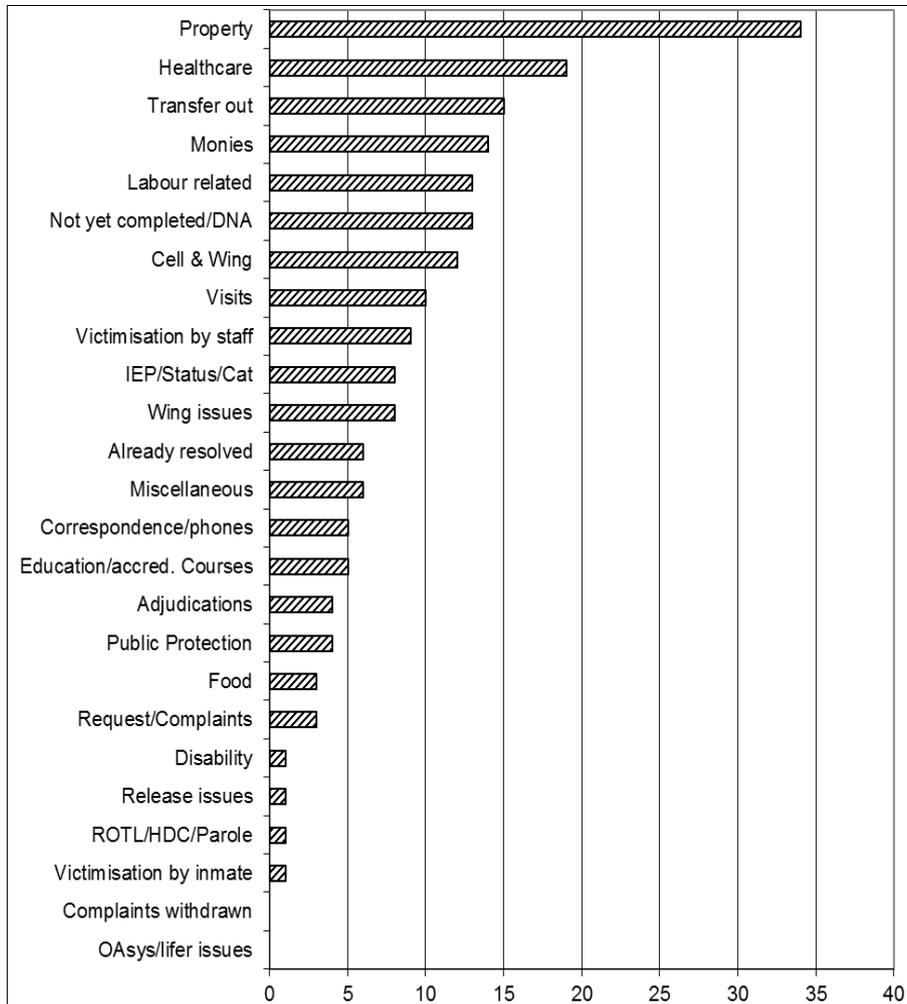
**Table 2: Analysis of applications under key headings**

<b>Subject</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Accommodation	2	6	16	13
Adjudications	4	4	1	4
Correspondence	10	7	8	5
Equality related	1	8	0	0
Education/employment/training	18	25	14	18
Family/visits	15	12	4	14
Food/kitchen related	3	3	2	3
Health related	17	25	24	19
Property	40	52	66	48
Release/resettlement	18	19	8	1
Request/complaint procedure	1	3	0	0
Sentence related	22	22	30	8
Staff/prisoner related	1	7	10	10
Transfers	18	22	27	19
Miscellaneous*	69	85	50	33
<b>Total number of applications</b>	<b>244</b>	<b>300</b>	<b>260</b>	<b>195</b>
Total no. confidential access	14	10	11	10

\* 'Miscellaneous' includes Applications regarding issues that had already been resolved, duplicated, withdrawn, prisoner did not wish to continue with application or duplicated applications.

5.2 The Board maintains a more detailed count of Applications received over the reporting year. Figure 1 below shows the distribution by topic.

**Figure 1: Number of applications by subject for reporting year 2016-17**



5.3 Applications to the Board concerning prisoners' property continued to occupy much of its work, as it does every year. A proportion of these refer to property lost on transfer between prisons and can be the most difficult to resolve.

5.4 Despite Healthcare having its own complaints process nearly 20 prisoners used the IMB to help solve their healthcare issues. Problems associated with obtaining a transfer to another prison also engaged the work of the Board as did prisoners-monies which usually concerned rates of pay or problems when ordering goods. Labour-related issues were usually concerned with change of employment.

## Section 6: Abbreviations

ACCT	Assessment Care in Custody Teamwork
CAT C	Security categorisation of prisoners (Cat A highest, Cat D lowest)
CALM	Crisis, aggression, limitation and management
CJSM	Criminal Justice Secure Mail
CNA	Certified Normal Accommodation (number of prisoners who can be accommodated without overcrowding)
CQC	Care Quality Commission
CSRA	Cell Sharing Risk Assessment
CSU	Care and Separation Unit (Often known as Segregation)
DEAT	Diversity Equality Action Team
DIRF	Diversity Incident Reporting Form
DLO	Disability Liaison Officer
FNP	Foreign National prisoner
HMCIP	Her Majesty's Chief Inspector of Prisons
HRP	Healthy Relationships Programme
IDTS	Integrated Drug Treatment Service (Methadone maintenance)
IEP	Incentives and Earned Privileges scheme
IMB	Independent Monitoring Board
IPP	Imprisonment for Public Protection (indeterminate sentence)
KPT	Key Performance Targets
MDT	Mandatory Drug Testing
MQPL	Measuring The Quality of Prison Life (survey of prisoners)
NACRO	National Association for the Care and Resettlement of Offenders
NPS	New Psychoactive Substances (Unknown drug content)
OASys	Offender Assessment System
OFSTED	Office for Standards in Education
OLASS	Offender Learning and Skills Service
OMU	Offender Management Unit
PIPE	Psychologically Informed Planned Environment
ROTL	Release on temporary licence
Rule 45	Removal from association either for own interest/own protection or in interests of good order or discipline
SIR	Security Information Report
SMARG	Segregation Monitoring and Review Group
SOTP	Sex offenders' treatment programme
TAB	'Tackling Anti-Bullying' (Prison name given to anti-bullying policy and its documentation)
TC	Therapeutic Community (drug rehabilitation)
TSP	Thinking Skills Programme
VP	Vulnerable prisoners